

Certified Operator Compliance Notice

Instruction Page

Public water system owners use the following form when hiring a contract operator to run their system.

The **original** compliance notice (form) must be completed by both, the public water system and certified operator.

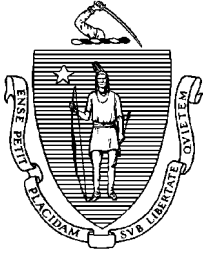
When filling out the form, note that there are several versions in the section entitled, "Typical Duties and Responsibilities of a Public Water System Certified Operator." Complete only the form that corresponds to your public water system type. (Discard the others.) The completed sheet becomes part of the form.

Be sure both PWS owner and the contracted certified operator sign and date form.

Submit the completed **original** form to the Department of Environmental Protection, Certified Operators 6th Floor, One Winter Street, Boston, MA 02108 . DEP will review, approve/disapprove, and sign the form. DEP will return the **original** signed form to the public water system, with a copy retained in DEP's files and a copy sent to the operator.

The public water system will retain the **original** form in their files.

If you have any questions contact Marie Tennant at 617-292-5885 or <Marie.Tennant-DEP@state.ma.us>.



Commonwealth of Massachusetts
Executive Office of Environmental Affairs
Department of Environmental Protection
One Winter Street, Boston, MA 02108 617-292-5500

Jane Swift
Governor

Bob Durand
Secretary

Lauren A. Liss
Commissioner

**PUBLIC WATER SYSTEM
CERTIFIED OPERATOR COMPLIANCE NOTICE**

Revised Aug 2001

A Massachusetts Public Water System may contract the services of a Massachusetts Certified Drinking Water Operator for the purpose of fulfilling its statutory obligation under *MGL Chapter 112 Section 87DDDD* and *310 CMR 22.11 B of the Massachusetts Drinking Water Regulations*. To grant this exemption, the Department of Environmental Protection (DEP) requires written approval of a staffing and comprehensive operations plan (310 CMR 22.11B 5(b)). This compliance notice (form) satisfies that requirement when it is completed, signed, and approved by all parties.

The duties and responsibilities listed in this document should act as a guideline for small system owners to be used when they employ a contracted operator to be the person who is in responsible charge of the system. A comprehensive list of recommended duties and frequencies is provided to give both the operator and the system owner a better understanding not only of what is expected, but what is required to operate a system to stay in compliance with the *Massachusetts Drinking Water Regulations 310 CMR 22.00*. Operators and owners of systems should use this document as a guideline in determining operational requirements of the system. Although this is a comprehensive list of duties, it does not necessarily include all duties required to maintain compliance with the DEP and Federal regulations and guidelines.

The system intends to comply with the provisions of 310 CMR 22.11B by contracting with a Massachusetts Certified Drinking Water Operator. The system must ensure that the operator holds a full status Massachusetts Drinking Water Operators Certification equal to or greater than the class of the system. The system recognizes its obligation and assumes the responsibility of notifying DEP within 24 hours of any change in operators. (System has 30 days to provide documentation for procuring a new operator..)

To insure proper operation, management, and maintenance of the system, the operator agrees to perform his/her duties as specified within this document in accordance with *310 CMR 22.00, Massachusetts Drinking Water Regulations* and any other applicable policies and guidelines. The operator will be available on a regular and emergency basis as stated on this form. In certain cases, with DEP approval, the operator can supervise the system without being present on a daily basis provided that (1) between scheduled visits the operator has a person affiliated with the system act in under his/her direction, and (2) that this person can properly operate the system and detect operation malfunctions in the absence of the primary operator.

The system and operator will notify all interested parties of the existence and responsibilities of this compliance notice.

Operator's Signature _____ Date _____

System Owner's Signature _____ Date _____

**Once both parties have signed and completed all pages of this form,
submit to DEP for approval with all appropriate attachments.**

Boxes are for DEP use.

Bos-track	Reg-WQTS	Oper Status	PWS	Copies Issued Operator	Region	Boston
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Section 1 - System Information

Public Water System: _____ PWSID# _____

Address: _____ City/Town: _____ MA ZIP: _____

Print Owner's Name: _____ Title: _____

Mailing Address: _____ City/Town: _____ State: _____ Zip: _____

Phone number: _____ - _____ - _____ E-mail Address _____

System Type: Community ☐ Non-Transient Noncommunity ☐ Transient Noncommunity ☐

Population: _____ winter _____ summer Distribution Class: I II III IV VND VSS

Treatment: Yes ☐ No ☐ Treatment Class: I II III IV

If yes, please specify treatment type(s) and purpose of treatment and chemicals used: _____

Section 2 - Operator's Information

License # _____ Grade _____ OIT or Full _____

Print Name: _____ License # _____ Grade _____ OIT or Full _____

Address: _____ Phone number: _____ - _____ - _____

City/Town: _____ State: _____ Zip: _____

E-mail Address _____

will assume responsibility as the [Primary / Secondary] operator for hours per day,
 days per [week /month] and will be able to respond to an emergency within minutes.

Please list the names and PWS ID # number of **all** other systems which you operate (attach list if necessary).

Public Water System	PWS ID #	Public Water System	PWS ID #

Section 3 - Typical Duties and Responsibilities

There are several different "Typical Duties and Responsibilities" sheets attached to this document. System owner and operator are to jointly complete the sheet that best describes the system. That sheet becomes part of this document. Discard the sheets that do not pertain to your particular system.

Section 4 - Other Duties

List other duties to be operator's responsibility:

List other duties to be the system's responsibility:

Section 5 - Department of Environmental Protection

DEP Office: _____

Print Name: _____

Title: _____

Signature: _____

Date: _____

[Approved / Denied]

Comments _____

Original gets mailed back to PWS; Copy to Certified Operator; Copy to Boston DEP; Copy for Regional DEP.

Typical Duties and Responsibilities of a Public Water System Certified Operator

PWS Type	Seasonal Noncommunity
Treatment	None
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

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- ☐ ☐ ☐ Be responsible for the day- to-day operation and management of the public water system.
- ☐ ☐ ☐ Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- ☐ ☐ ☐ Inspect the source, storage facilities, and distribution system prior to start of season and at the end of season.
- ☐ ☐ ☐ Inspect the water system monthly during the period that the system is in operation.
- ☐ ☐ ☐ Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- ☐ ☐ ☐ Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, and all other appropriate appurtenances.
- ☐ ☐ ☐ Collect and/or oversee the collection of water samples as specified by DEP.
- ☐ ☐ ☐ Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- ☐ ☐ ☐ Report all results to DE P within the time frames specified.
- ☐ ☐ ☐ Conduct a sanitary survey of the public water system as specified by DEP.
- ☐ ☐ ☐ Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- ☐ ☐ ☐ Notify DEP of violations and issue public notices when necessary.
- ☐ ☐ ☐ Review the sample monitoring schedule and locations annually.
- ☐ ☐ ☐ Protect the water distribution system and storage facilities from corrosion effects.
- ☐ ☐ ☐ Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.
- ☐ ☐ ☐ Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.
- ☐ ☐ ☐ Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.

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- ☐ ☐ ☐ Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- ☐ ☐ ☐ Record quantity of water pumped from source monthly.
- ☐ ☐ ☐ Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a source protection program plan.
- ☐ ☐ ☐ Ensure the accuracy of water meters and other flow measuring devices annually or as necessary.
- ☐ ☐ ☐ Delineate the wellhead protection zone.
- ☐ ☐ ☐ Identify all potential sources of contamination within the wellhead protection zone.
- ☐ ☐ ☐ Troubleshoot mechanical equipment, water quality and quantity problems, and take corrective actions as necessary.
- ☐ ☐ ☐ Keep abreast of changes in the drinking water regulations.
- ☐ ☐ ☐ Attend training programs and workshops for certification renewal as needed.
- ☐ ☐ ☐ Accompany regulatory agencies during on-site inspections.
- ☐ ☐ ☐ Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- ☐ ☐ ☐ Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
- ☐ ☐ ☐ Develop and maintain a complaint log book
- ☐ ☐ ☐ Keep accurate records and maintain a filing system for correspondence.
- ☐ ☐ ☐ Develop, maintain and keep up to date a public water system standard operational and maintenance manual that contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent correspondence or documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 6 to 12 hours depending on the length of the season. Exceptions to the staffing requirements may be allowed by the Department. Contact your regional office for further information.

Typical Duties and Responsibilities of a Public Water System Certified Operator

PWS Type	Seasonal Noncommunity
Treatment	Disinfection Process
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

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___ ___ ___ Be responsible for the day-to-day operation and management of the public water system.

___ ___ ___ Ensure the deliver of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.

___ ___ ___ Inspect the source, storage, disinfection process, and distribution system prior to start of season and at the end of season.

___ ___ ___ Inspect the water system daily during the period that the system is in operation.

___ ___ ___ Measure and record the chlorine dosage daily making dosage adjustments as necessary.

___ ___ ___ Add chemicals when necessary and rotate stand-by pumps monthly.

___ ___ ___ Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.

___ ___ ___ Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate appurtenances.

___ ___ ___ Collect and/ or oversee the collection of water samples as specified by DEP.

___ ___ ___ Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.

___ ___ ___ Report all results to DEP within the time frames specified.

___ ___ ___ Conduct a sanitary survey of the public water system as specified by DEP.

___ ___ ___ Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.

___ ___ ___ Notify DEP of a violation and issue public notices when necessary.

___ ___ ___ Review the sample monitoring schedule and locations annually.

___ ___ ___ Protect the water distribution system and storage facilities from corrosion effects.

___ ___ ___ Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.

___ ___ ___ Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.

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___ ___ ___ Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.

___ ___ ___ Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.

___ ___ ___ Record quantity of water pumped from source monthly.

___ ___ ___ Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a wellhead protection program plan.

___ ___ ___ Ensure the accuracy of water meters and other flow measuring devices as necessary.

___ ___ ___ Delineate the wellhead protection zone.

___ ___ ___ Identify all potential sources of contamination within the wellhead protection zone.

___ ___ ___ Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary.

___ ___ ___ Keep abreast of changes in the drinking water regulations.

___ ___ ___ Attend training programs and workshops for certification renewal when appropriate.

___ ___ ___ Accompany regulatory agencies during on-site inspections.

___ ___ ___ Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.

___ ___ ___ Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.

___ ___ ___ Deep accurate records and maintain a filing system for correspondence.

___ ___ ___ Develop, maintain and keep up to date a public water system standard operational and maintenance manual containing at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 180 to 360 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.

Typical Duties and Responsibilities

PWS Type	Seasonal Noncommunity
Treatment	Chemical Treatment
Grade Operator Required	VSS and T1

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the

1 2 3

- ☐ ☐ ☐ Be responsible for the day- to-day operation and management of the public water system.
- ☐ ☐ ☐ Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- ☐ ☐ ☐ Inspect the source, storage, treatment process and distribution system prior to start of season and at the end of season.
- ☐ ☐ ☐ Inspect the water system daily during the period that the system is in operation.
- ☐ ☐ ☐ Measure and record the chemical dosage daily making dosage adjustments as necessary.
- ☐ ☐ ☐ Add chemicals when necessary and rotate stand-by pumps monthly.
- ☐ ☐ ☐ Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- ☐ ☐ ☐ Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate appurtenances.
- ☐ ☐ ☐ Collect or oversee the collection of water samples as specified by DEP.
- ☐ ☐ ☐ Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- ☐ ☐ ☐ Report all results to DEP within the time frames specified.
- ☐ ☐ ☐ Conduct a sanitary survey of the public water system as specified by DEP.
- ☐ ☐ ☐ Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- ☐ ☐ ☐ Notify DEP of a violation and issue public notices when necessary.
- ☐ ☐ ☐ Review the sample monitoring schedule and locations annually.
- ☐ ☐ ☐ Protect the water distribution system and storage facilities from corrosion effects.
- ☐ ☐ ☐ Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.
- ☐ ☐ ☐ Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.

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- ☐ ☐ ☐ Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
- ☐ ☐ ☐ Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- ☐ ☐ ☐ Record quantity of water pumped from source monthly.
- ☐ ☐ ☐ Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a wellhead protection program plan.
- ☐ ☐ ☐ Ensure the accuracy of water meters and other flow measuring devices as necessary.
- ☐ ☐ ☐ Delineate the wellhead protection zone.
- ☐ ☐ ☐ Identify all potential sources of contamination within the wellhead protection zone.
- ☐ ☐ ☐ Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary.
- ☐ ☐ ☐ Keep abreast of changes in the drinking water regulations.
- ☐ ☐ ☐ Attend training programs and workshops for certification renewal when appropriate.
- ☐ ☐ ☐ Accompany regulatory agencies during on-site inspections.
- ☐ ☐ ☐ Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- ☐ ☐ ☐ Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
- ☐ ☐ ☐ Develop and maintain a complaint log book.
- ☐ ☐ ☐ Keep accurate records and maintain a filing system for correspondence.
- ☐ ☐ ☐ Develop, maintain, and keep up to date a public water system standard operational and maintenance manual containing at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) DEP's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 180 to 360 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.

Typical Duties and Responsibilities of a Public Water System Certified Operator

PWS Type	Year Round Noncommunity
Treatment	None
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

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☐ ☐ ☐ Be responsible for the day-to-day operation and management of the public water system.

☐ ☐ ☐ Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.

☐ ☐ ☐ Inspect the water system monthly (source, storage and distribution).

☐ ☐ ☐ Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.

☐ ☐ ☐ Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, and all other appropriate appurtenances.

☐ ☐ ☐ Collect and/or oversee the collection of water samples as specified by DEP.

☐ ☐ ☐ Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.

☐ ☐ ☐ Report all water quality results to DEP within the time frames specified.

☐ ☐ ☐ Conduct a sanitary survey of the public water system as specified by DEP.

☐ ☐ ☐ Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.

☐ ☐ ☐ Notify DEP of violations and issue public notices when necessary.

☐ ☐ ☐ Review the sample monitoring schedule and locations annually.

☐ ☐ ☐ Protect the water distribution system and storage facilities from corrosion effects.

☐ ☐ ☐ Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.

☐ ☐ ☐ Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.

☐ ☐ ☐ Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.

☐ ☐ ☐ Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.

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☐ ☐ ☐ Record quantity of water pumped from source monthly.

☐ ☐ ☐ Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, a source protection program plan, and a standard operational plan for the public water system.

☐ ☐ ☐ Ensure the accuracy of water meters and other flow measuring devices annually or as necessary.

☐ ☐ ☐ Delineate the wellhead protection zone.

☐ ☐ ☐ Identify all potential sources of contamination within the wellhead protection zone.

☐ ☐ ☐ Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary.

☐ ☐ ☐ Keep abreast of changes in the drinking water regulations.

☐ ☐ ☐ Attend training programs and workshops for certification renewal as needed.

☐ ☐ ☐ Accompany regulatory agencies during on-site inspections.

☐ ☐ ☐ Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.

☐ ☐ ☐ Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.

☐ ☐ ☐ Develop and maintain a complaint log book

☐ ☐ ☐ Keep accurate records and maintain a filing system for correspondence.

☐ ☐ ☐ Develop, maintain and keep up to date a public water system standard operational and maintenance manual which contains at a minimum (a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; (b) the Department's Guidelines and Policies for Public Water Systems; (c) the Standard Monitoring Framework; and (d) other pertinent correspondence or documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 12 to 24 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.

Typical Duties and Responsibilities of a Public Water System Certified Operator

PWS Type	Year Round Noncommunity
Treatment	Disinfection Process
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

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- ☐ ☐ ☐ Be responsible for the day-to-day operation and management of the public water system.
- ☐ ☐ ☐ Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- ☐ ☐ ☐ Inspect the water system daily (source, storage, treatment and distribution).
- ☐ ☐ ☐ Measure and record the chlorine dosage daily making dosage adjustments as necessary.
- ☐ ☐ ☐ Add chemicals when necessary and rotate stand-by pumps monthly.
- ☐ ☐ ☐ Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- ☐ ☐ ☐ Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate appurtenances.
- ☐ ☐ ☐ Collect or oversee the collection of water samples as specified by DEP.
- ☐ ☐ ☐ Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- ☐ ☐ ☐ Report all results to DEP within the time frames specified.
- ☐ ☐ ☐ Conduct a sanitary survey of the public water system as specified by DEP.
- ☐ ☐ ☐ Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- ☐ ☐ ☐ Notify DEP of a violation and issue public notices when necessary.
- ☐ ☐ ☐ Review the sample monitoring schedule and locations annually.
- ☐ ☐ ☐ Protect the water distribution system and storage facilities from corrosion effects.
- ☐ ☐ ☐ Observe pump motors to detect unusual noises, vibrations, or excessive heat routinely.
- ☐ ☐ ☐ Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.

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- ☐ ☐ ☐ Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
- ☐ ☐ ☐ Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- ☐ ☐ ☐ Record quantity of water pumped from source monthly.
- ☐ ☐ ☐ Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a wellhead protection program plan.
- ☐ ☐ ☐ Ensure the accuracy of water meters and other flow measuring devices as necessary.
- ☐ ☐ ☐ Delineate the wellhead protection zone.
- ☐ ☐ ☐ Identify all potential sources of contamination within the wellhead protection zone.
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- ☐ ☐ ☐ Develop and maintain a complaint log book.
- ☐ ☐ ☐ Keep accurate records and maintain a filing system for correspondence.
- ☐ ☐ ☐ Develop, maintain and keep up to date a public water system standard operational and maintenance manual which contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 180 to 360 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.

Typical Duties and Responsibilities of a Public Water System Certified Operator

PWS Type	Year Round Noncommunity
Treatment	Chemical Treatment
Grade Operator Required	VSS and T1

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

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- ☐ ☐ ☐ Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- ☐ ☐ ☐ Inspect the water system daily (source, storage facilities, treatment process and distribution).
- ☐ ☐ ☐ Measure and record the chemical dosage daily making dosage adjustments as necessary.
- ☐ ☐ ☐ Add chemicals when necessary and rotate stand-by pumps monthly.
- ☐ ☐ ☐ Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- ☐ ☐ ☐ Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate appurtenances.
- ☐ ☐ ☐ Collect and/or oversee the collection of water samples as specified by DEP.
- ☐ ☐ ☐ Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- ☐ ☐ ☐ Report all results to DEP within the time frames specified.
- ☐ ☐ ☐ Conduct a sanitary survey of the public water system as specified by DEP.
- ☐ ☐ ☐ Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- ☐ ☐ ☐ Notify DEP of a violation and issue public notices when necessary.
- ☐ ☐ ☐ Review the sample monitoring schedule and locations annually.
- ☐ ☐ ☐ Protect the water distribution system and storage facilities from corrosion effects.
- ☐ ☐ ☐ Observe pump motors to detect unusual noises, vibrations, or excessive heat routinely.
- ☐ ☐ ☐ Inspect, adjust and clean pump seals, packing glands, and any mechanical seals when necessary.

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- ☐ ☐ ☐ Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
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- ☐ ☐ ☐ Record quantity of water pumped from source monthly.
- ☐ ☐ ☐ Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a wellhead protection program plan.
- ☐ ☐ ☐ Ensure the accuracy of water meters and other flow measuring devices as necessary.
- ☐ ☐ ☐ Delineate the wellhead protection zone.
- ☐ ☐ ☐ Identify all potential sources of contamination within the well head protection zone.
- ☐ ☐ ☐ Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary.
- ☐ ☐ ☐ Keep abreast of changes in the drinking water regulations.
- ☐ ☐ ☐ Attend training programs and workshops for certification renewal when appropriate.
- ☐ ☐ ☐ Accompany regulatory agencies during on-site inspections.
- ☐ ☐ ☐ Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- ☐ ☐ ☐ Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
- ☐ ☐ ☐ Develop and maintain a complaint log book
- ☐ ☐ ☐ Keep accurate records and maintain a filing system for correspondence.
- ☐ ☐ ☐ Develop, maintain and keep up to date a public water system standard operational and maintenance manual which contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the Department's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 180 to 360 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.

Typical Duties and Responsibilities of a Public Water System Certified Operator

PWS Type	Small Community
Treatment	None
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

1 2 3

- ☐ ☐ ☐ Be responsible for the day- to-day operation and management of the public water system.
- ☐ ☐ ☐ Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- ☐ ☐ ☐ Inspect the source, storage facilities and distribution system monthly.
- ☐ ☐ ☐ Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- ☐ ☐ ☐ Develop and maintain for accuracy, a site plan showing the water source(s), a map of the water distribution system, sample locations, and all other appropriate appurtenances.
- ☐ ☐ ☐ Collect and/or oversee the collection of water samples as specified by DEP.
- ☐ ☐ ☐ Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- ☐ ☐ ☐ Report all water quality results to DEP within the time frame specified.
- ☐ ☐ ☐ Conduct a sanitary survey of the public water system as specified by DEP.
- ☐ ☐ ☐ Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- ☐ ☐ ☐ Notify DEP of violations and issue public notices when necessary.
- ☐ ☐ ☐ Review the sample monitoring schedule and locations annually.
- ☐ ☐ ☐ Protect the water distribution system and storage facilities from corrosion effects.
- ☐ ☐ ☐ Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.
- ☐ ☐ ☐ Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.
- ☐ ☐ ☐ Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.

1 2 3

- ☐ ☐ ☐ Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- ☐ ☐ ☐ Record quantity of water pumped from source monthly.
- ☐ ☐ ☐ Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, a source protection program plan, and standard operating plan for the system.
- ☐ ☐ ☐ Ensure the accuracy of water meters and other flow measuring devices annually or as necessary.
- ☐ ☐ ☐ Delineate the wellhead protection zone.
- ☐ ☐ ☐ Identify all potential sources of contamination within the wellhead protection zone.
- ☐ ☐ ☐ Troubleshoot mechanical equipment, water quality and quantity problems, and take corrective actions as necessary.
- ☐ ☐ ☐ Keep abreast of changes in the drinking water regulations.
- ☐ ☐ ☐ Attend training programs and workshops for certification renewal as needed.
- ☐ ☐ ☐ Accompany regulatory agencies during on-site inspections.
- ☐ ☐ ☐ Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- ☐ ☐ ☐ Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
- ☐ ☐ ☐ Develop and maintain a complaint log book
- ☐ ☐ ☐ Keep accurate records and maintain a filing system for correspondence.
- ☐ ☐ ☐ Develop, maintain, and keep up to date a public water system standard operational and maintenance manual that contains at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) the DEP's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent correspondence or documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 12 to 24 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.

Typical Duties and Responsibilities of a Public Water System Certified Operator

PWS Type	Small Community
Treatment	Disinfection Process
Grade Operator Required	VSS

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

1 2 3

- ☐ ☐ ☐ Be responsible for the day-to-day operation and management of the public water system.
- ☐ ☐ ☐ Ensure the deliver of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- ☐ ☐ ☐ Inspect the water system daily (source, storage, treatment, and distribution).
- ☐ ☐ ☐ Measure and record the chlorine dosage daily making dosage adjustments as necessary.
- ☐ ☐ ☐ Add chemicals when necessary and rotate stand-by pumps monthly.
- ☐ ☐ ☐ Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- ☐ ☐ ☐ Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate appurtenances.
- ☐ ☐ ☐ Collect or oversee the collection of water samples as specified by DEP.
- ☐ ☐ ☐ Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- ☐ ☐ ☐ Report all results to DEP within the time frames specified.
- ☐ ☐ ☐ Conduct a sanitary survey of the public water system as specified by DEP.
- ☐ ☐ ☐ Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- ☐ ☐ ☐ Notify DEP of a violation and issue public notices when necessary.
- ☐ ☐ ☐ Review the sample monitoring schedule and locations annually.
- ☐ ☐ ☐ Protect the water distribution system and storage facilities from corrosion effects.
- ☐ ☐ ☐ Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.
- ☐ ☐ ☐ Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.

1 2 3

- ☐ ☐ ☐ Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
- ☐ ☐ ☐ Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- ☐ ☐ ☐ Record quantity of water pumped from source monthly.
- ☐ ☐ ☐ Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a wellhead protection program plan.
- ☐ ☐ ☐ Ensure the accuracy of water meters and other flow measuring devices as necessary.
- ☐ ☐ ☐ Delineate the wellhead protection zone.
- ☐ ☐ ☐ Identify all potential sources of contamination within the wellhead protection zone.
- ☐ ☐ ☐ Troubleshoot mechanical equipment, water quality and quantity problems and take corrective actions as necessary.
- ☐ ☐ ☐ Keep abreast of changes in the drinking water regulations.
- ☐ ☐ ☐ Attend training programs and workshops for certification renewal when appropriate.
- ☐ ☐ ☐ Accompany regulatory agencies during on-site inspections.
- ☐ ☐ ☐ Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- ☐ ☐ ☐ Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
- ☐ ☐ ☐ Keep accurate records and maintain a filing system for correspondence.
- ☐ ☐ ☐ Develop, maintain and keep up to date a public water system standard operational and maintenance manual containing at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) DEP's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 180 to 360 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.

Typical Duties and Responsibilities of a Public Water System Certified Operator

PWS Type	Small Community
Treatment	Chemical Treatment
Grade Operator Required	VSS and T1

The contracted certified operator or system delegate (public water system owner or employee) under the certified operator's direct supervision will perform the following duties checked below. Indicate by a check mark in box 1 those duties that will be performed by the contracted certified operator. Indicate by a check mark in box 2 those duties that will be performed by the person who is under the direct supervision of the certified operator. Check box 3 when duties are shared.

1 2 3

- ☐ ☐ ☐ Be responsible for the day- to-day operation and management of the public water system.
- ☐ ☐ ☐ Ensure the delivery of safe drinking water at all times by complying with the Drinking Water Regulations of Massachusetts.
- ☐ ☐ ☐ Inspect the water system daily (source, storage facilities, treatment process, and distribution).
- ☐ ☐ ☐ Measure and record the chemical dosage daily making dosage adjustments as necessary.
- ☐ ☐ ☐ Add chemicals when necessary and rotate stand-by pumps monthly.
- ☐ ☐ ☐ Test, flush, clean, and disinfect the water distribution system and storage tanks when necessary.
- ☐ ☐ ☐ Develop and maintain for accuracy, a site plan showing the water source, a map of the water distribution system, sample locations, disinfection process, and all other appropriate appurtenances.
- ☐ ☐ ☐ Collect and/or oversee the collection of water samples as specified by DEP.
- ☐ ☐ ☐ Ensure that all samples are delivered to and analyzed by a Massachusetts certified laboratory.
- ☐ ☐ ☐ Report all results to DEP within the time frames specified.
- ☐ ☐ ☐ Conduct a sanitary survey of the public water system as specified by DEP.
- ☐ ☐ ☐ Complete and submit to DEP the Annual Water Supply Statistical Report and all other required forms in a timely manner.
- ☐ ☐ ☐ Notify DEP of a violation and issue public notices when necessary.
- ☐ ☐ ☐ Review the sample monitoring schedule and locations annually.
- ☐ ☐ ☐ Protect the water distribution system and storage facilities from corrosion effects.
- ☐ ☐ ☐ Observe pump motors to detect unusual noises, vibrations, or excessive heat on a routine basis.
- ☐ ☐ ☐ Inspect, adjust, and clean pump seals, packing glands, and any mechanical seals when necessary.

1 2 3

- ☐ ☐ ☐ Be present during water system repairs and maintenance and/or oversee the maintenance of the public water system conducted by other individuals such as staff or contractors.
- ☐ ☐ ☐ Be present within 24 hours of fecal or second Total Coliform positive or other water system failures.
- ☐ ☐ ☐ Record quantity of water pumped from source monthly.
- ☐ ☐ ☐ Develop, implement, and keep up to date a distribution protection cross connection control program, a preventive maintenance schedule, an operation and maintenance budget plan, an emergency response plan, a safety program, and a wellhead protection program plan.
- ☐ ☐ ☐ Ensure the accuracy of water meters and other flow measuring devices as necessary.
- ☐ ☐ ☐ Delineate the wellhead protection zone.
- ☐ ☐ ☐ Identify all potential sources of contamination within the wellhead protection zone.
- ☐ ☐ ☐ Troubleshoot mechanical equipment, water quality and quantity problems, and take corrective actions as necessary.
- ☐ ☐ ☐ Keep abreast of changes in the drinking water regulations.
- ☐ ☐ ☐ Attend training programs and workshops for certification renewal when appropriate.
- ☐ ☐ ☐ Accompany regulatory agencies during on-site inspections.
- ☐ ☐ ☐ Troubleshoot to locate the causes of water quality complaints and respond to consumer complaints in a timely fashion.
- ☐ ☐ ☐ Discuss with the water consumers their concerns regarding the quality and quantity of drinking water they receive.
- ☐ ☐ ☐ Develop and maintain a complaint log book.
- ☐ ☐ ☐ Keep accurate records and maintain a filing system for correspondence.
- ☐ ☐ ☐ Develop, maintain, and keep up to date a public water system standard operational and maintenance manual containing at a minimum a) the most recent version of 310 CMR 22.00, Drinking Water Regulations; b) DEP's Guidelines and Policies for Public Water Systems; c) the Standard Monitoring Framework; and d) other pertinent documents.

Estimated Time: The annual estimated time required to perform all the duties and responsibilities listed above is approximately 180 to 360 hours. Exceptions to the staffing requirements may be allowed by DEP. Contact your regional office for further information.